

PROJECT OVERSIGHT REPORT
Comprehensive Assessment Reporting Evaluation (CARE)
Department of Social and Health Services

Report as of Date:
August 2003

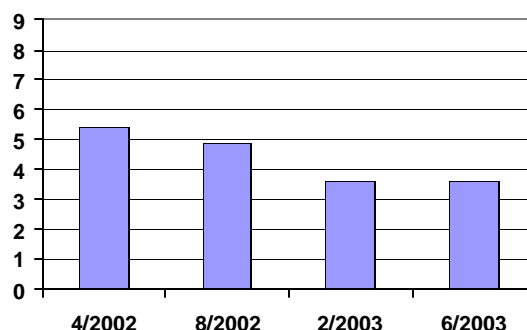
Project Director: Daniel Knutson-Bradac
Executive Sponsor: Penny Black

MOSTD Staff: Tom Parma

Severity/Risk Rating: Medium (medium severity, medium risk)

Oversight: Level 2 – Staff

Overall Project Risk Assessments



Staff Recommendations: Oversight staff recommends that this project no longer be reported to the Board. This project has been well managed throughout and is scheduled to complete statewide implementation by February 2004. This represents the final report of this project to the Board.

Issues/Risks: The following issue pertains to Phase III – System Implementation and Statewide Rollout, which is the sole responsibility of the Aging & Disability Services Administration (ADSA):

- Schedule: The project implementation completion date was pushed back from December 2003 to February 2004. The original plan called for two regions to be implemented concurrently until all were operational by December 2003. A contingency plan was developed to switch to a less aggressive and longer single-region implementation approach if ADSA deemed it necessary. ADSA reviewed the results of the pilot implementation conducted for Region 3 (NW Washington) and made the following project changes: provide additional post implementation support, make minor changes to the application, update the training manuals, and switch to the single-region approach.
- Budget/Cost: The change to a single-region implementation approach adds five weeks to the project schedule (see Resources and Schedule above). The cost for keeping the trainers, IT support staff, and policy support staff on the project for the five week extension is approximately \$53,000. These are internal costs.
- Scope: No issues/risks.
- Resources: ADSA may require additional help desk support based on the results of the Region 3 (NW Washington) pilot implementation. ADSA does not have the staff to support an enhanced help desk that can provide in-depth, application-specific support over an extended period of time. ADSA may have to temporarily either add in-depth application knowledgeable staff to the help desk or consider contracting with an outside help desk service provider. This has impacted the implementation schedule.

- Project Management/Processes: No issues/risks.
- Other: The QA vendor, Starling Consulting submitted its final report on June 27, 2003. They rated the overall project risk as low to moderate.

Status:

- Life Cycle Stage: Phase III – System Implementation began April 1, 2003 and was scheduled for completion by the end of December 2003. New completion date is February 2004.
- Budget/Cost: The project is on budget. Through May 2003, actual expenses were \$2,990,993. The budget has increased \$53,000 to account for increased staffing costs resulting from the delayed implementation date.
- Schedule: The Phase III schedule has been pushed back from December 2003 to February 2004. See “Issues/Risks” above. Phases I & II were completed on time and on budget. The remaining regional rollout plan is as follows:

Region 3:	April 7 – June 5 Pilot (NW Washington – Arlington)
Region 2:	July 1 – August 14 (SE Washington – Yakima)
Region 5:	August 11 – September 5 (Pierce County)
Region 4:	September 15 – October 4 (King County)
Region 1:	November 3 – December 1 (NE Washington – Spokane)
Region 6:	January 5 – February 6 (SW Washington – Olympia)

Background Information

Description: The Comprehensive Assessment Reporting Evaluation (CARE) project will develop a new system to enable consistent, accurate, and efficient client assessments and plans for adult Medicaid clients in need of long-term care. The goals of the project are to: ensure correct eligibility determinations are made for corresponding benefits; establish a standard and consistent case management process that will ensure accurate assessments and client care plans; and, provide a formal assessment of risk indicators to reduce liability and protect vulnerable adults. CARE will replace an older Visual Basic and Access-based system developed by the Department of Social and Health Services’ (DSHS) Aging and Disability Services Administration (ADSA).

ADSA contracted with Deloitte Consulting for the development of the CARE system on a deliverables-based, fixed-price basis for \$2.965 million. Deloitte spent five years designing, developing, testing, and implementing a Comprehensive Assessment system for the State of Oregon. Since ADSA’s business requirements match those of Oregon, the development of CARE will be based upon a transfer of Oregon’s design. ADSA has contracted with Starling Consulting Inc., for external Quality Assurance.

The phases are:

- Phase I (ADSA & Deloitte) – Project management plan, technical requirements, business requirements, preliminary design, and Phase II Project management plan.
- Phase II (ADSA & Deloitte) – Final design, development, and testing.
- Phase III (ADSA only) – System implementation.

Technology: Oregon’s system was developed using PowerBuilder, a software technology new to ADSA. Therefore, the decision was made to transfer Oregon’s design and Deloitte’s methodology and knowledge to ADSA, but use JAVA and Microsoft SQL Server database

technologies to develop the system. Both DSHS and Deloitte have extensive knowledge of these tools.

Budget: The five-year lifecycle cost for the project is \$6.7 million. Phases I and II were completed on time and on budget.